GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2880
ANSWERED ON:02.08.2017
Norms for International SIM and Global Calling Cards
Suman Shri Balka

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Telecom Regulatory Authority of India (TRAI) proposes to lay down tighter norms for international SIM card and global calling card companies, while ensuring refund to customers in case of service failure during an overseas travel;

(b) if so, the details and the salient features thereof; and

(c) if not, the reasons therefor?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (c) Madam, the Telecom Regulatory Authority of India (TRAI) on 09.05.2016 issued its suo motu recommendations on sale/rent of international roaming SIM cards/Global calling cards in India. The TRAI has further issued additional recommendations on 14.06.2017 in order to lay down tighter norms for international SIM card and global calling card companies.

The TRAI has, inter-alia, recommended that in case the customer reports non activation of services, no usage of the card for reasons beyond the control of the customer, the service provider, in case of Prepaid Card customer would refund the entire amount paid by the customer to the service provider. In addition, service provider should pay a penalty of Rs. 5000/- (Rupees Five Thousand) to the customer as compensation for the inconvenience and incidental charges. In case of the Post-paid card customer also the service provider should pay the similar penalty of Rs. 5000/- (Rupees Five Thousand). In both the cases, the remittance of penalty and refund as applicable should be completed within Fifteen days of his/her return and reporting of non usage by the customer. Service provider before refunding the amount would ascertain the non usage of the card and the details of the same would be shared with the customer.

****